



Aged Care Workforce Planning and Support Programs

With presentations from:

- Stephanie Kaiser, Assistant Secretary, Aged Care Workforce Branch
- Megan Lancaster, Assistant Secretary, Aged Care Market Adjustment Branch
- Colby O'Brien, Partner, Strategy and Transactions, EY

Welcome

Today's webinar

- Aged care workforce overview, with findings from the Home Care Workforce Support Program
- Presentation on the Aged Care Business and Workforce Advisory Services
- Presentation on the Remote and Aboriginal and Torres Strait Islander Aged Care Service Development Assistance Panel
- Q&A session



Part 1

The aged care workforce

The care and support sector is significant and fast-growing



1.3 million
aged care
participants



42,000 clients
of veterans'
care programs



573,000 NDIS
participants



1.4 million
children
attending
approved child
care services

The sector employs
over **600,000** people
as at 2021-22

146,700 in Centre-
based Day Care

460,000 in aged
care, disability
support and
veterans' care

- Workforce expected to increase to about one million by 2049-50
- One of Australia's largest and fastest growing workforces - aged and disabled care workers grew 72 per cent between 2016 and 2021
- Department of the Prime Minister and Cabinet is developing a National Strategy to deliver a sustainable and productive care and support economy that delivers quality care and jobs





Overcoming workforce challenges



Increasing service demands to meet the needs of an ageing population



More complex service delivery as people live longer with more chronic and complex conditions, requiring a larger workforce with more specialised skills



High competition to attract and retain aged care workers



Issues are **exacerbated in thin market** areas, including access to staff housing and training in local communities



Recent workforce findings



Opportunities

- **Enhancing workplace culture**, where diversity is valued, and conditions are positive and **support the safety and wellbeing of workers**
- Encouraging workplace innovation and agility, with **improved HR capabilities**
- Building aged care **leadership skills and capability**
- Supporting greater **career pathway opportunities for workers**, with avenues for workers to undertake education and training to build skills and knowledge



Part 2

Aged care Business and Workforce Advisory Services



Colby O'Brien
Partner, Strategy and Transactions
EY



Agenda

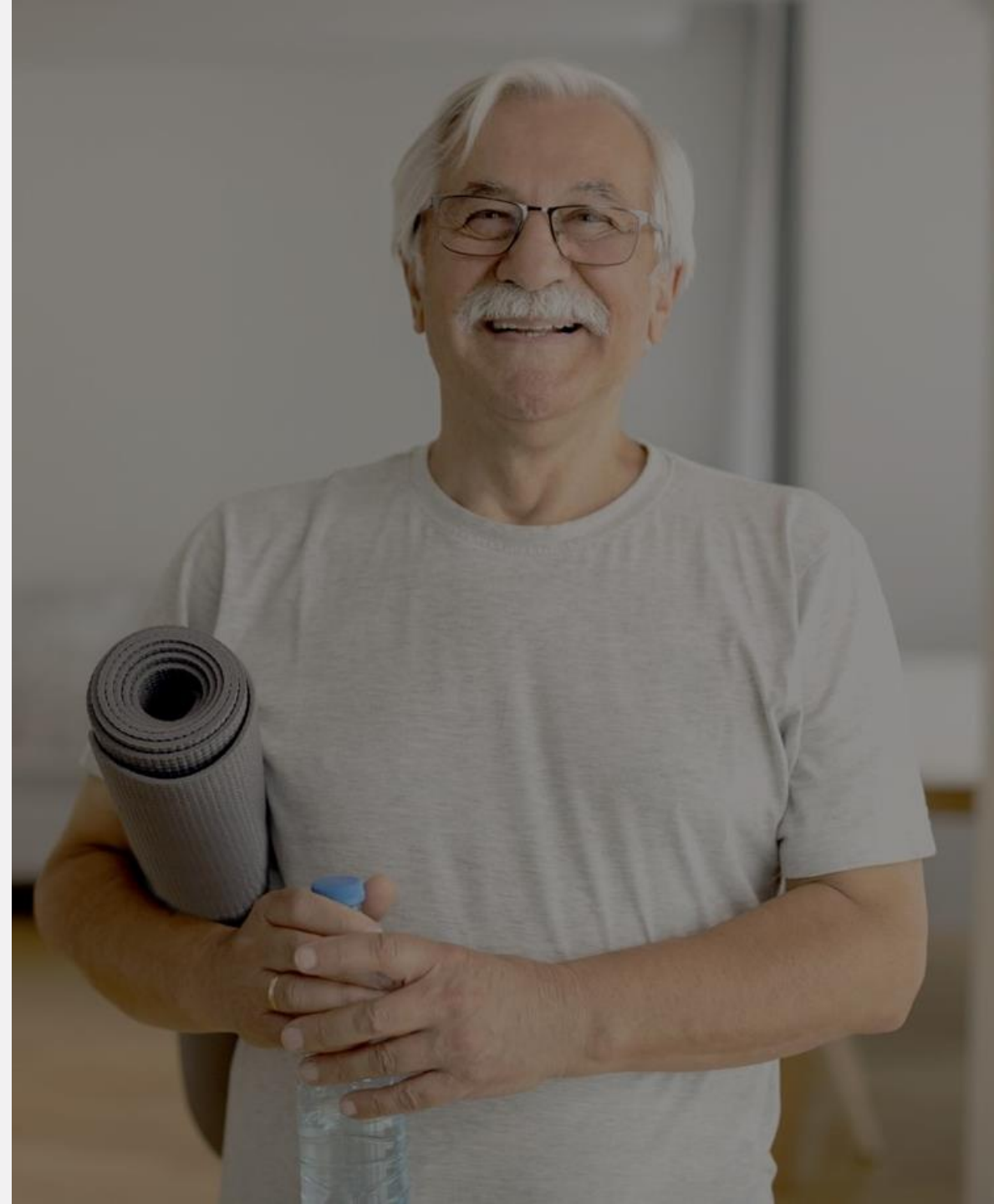
1. Welcome
2. What is the Aged Care Business and Workforce Advisory Service?
3. Assistance for approved providers
4. How we are currently supporting approved providers
5. Working together
6. How to apply and contact us



What is the Aged Care Business and Workforce Advisory Services program?

The Aged Care Business and Workforce Advisory Service is funded by the Australian Government Department of Health and Aged Care and is aimed at strengthening the aged care sector. EY is delivering these services on behalf of the Department.

These services are **open to approved residential aged care and in-home care providers**, and **provide free, independent and confidential advice** in relation to specific **business and workforce matters** relevant to each provider.



How we can assist approved providers



The Aged Care Business and Workforce Advisory Service is focused on enabling aged care providers to better understand and address challenges and opportunities affecting **resourcing, viability, and profitability**.



The service is **rapid, strategic, tailored** and designed to help providers review their operations and gain advice on business management, financial strategies, workforce challenges, and aged care reforms.

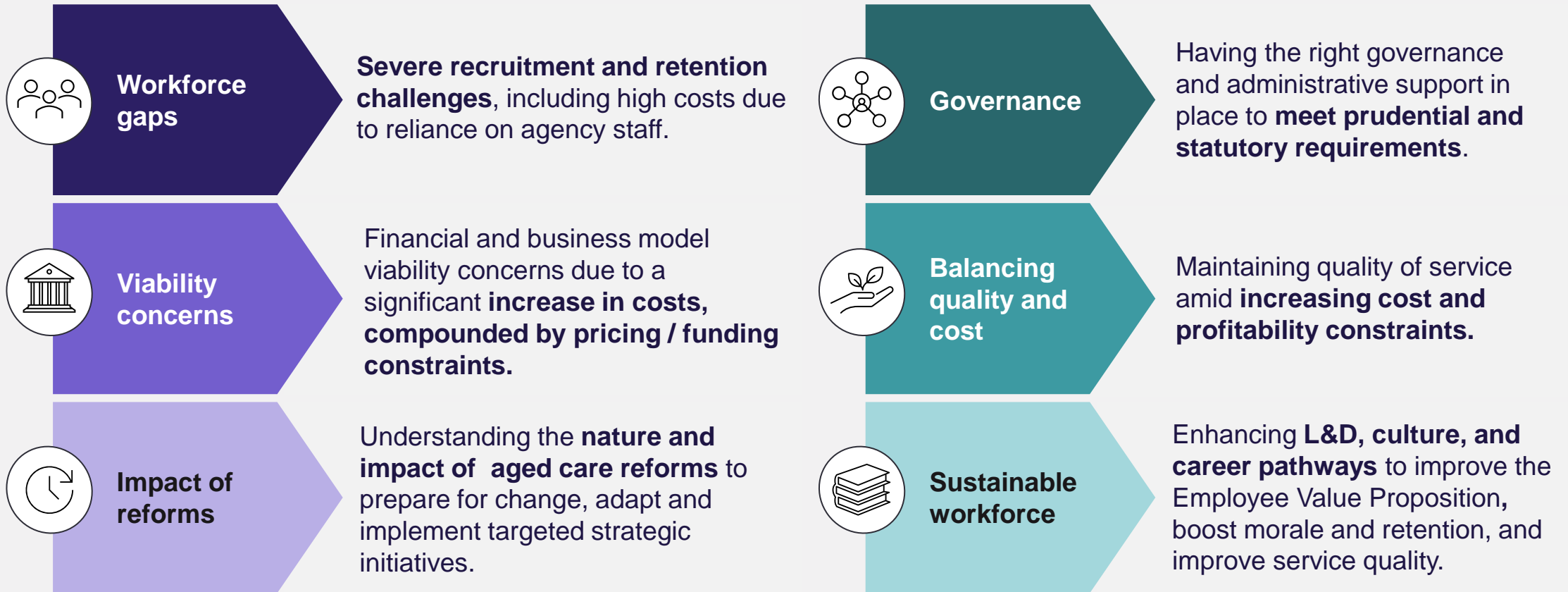


The Business Advisory Service is designed to help address concerns such as cash flow management, occupancy, direct care costs, budgeting, pricing, and local competition through a range of services.

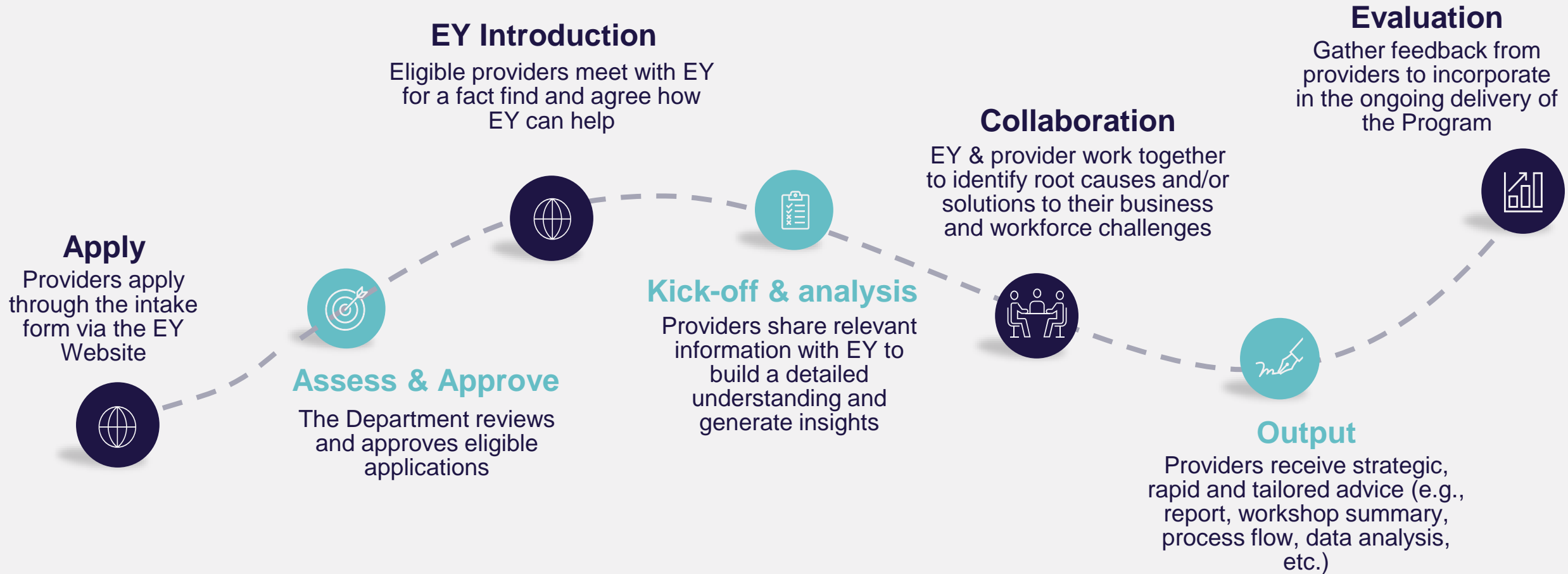


The Workforce Advisory Service addresses concerns related to workforce models, resourcing constraints, workforce capability, recruitment and retention.

We are supporting approved providers on a range of concerns



How we will work with approved providers



How to apply and contact us



You can apply via this link: agedcareadvisory.ey.com

- Click 'Apply Now'
- You will need information regarding your organisation including size, services delivered and workforce to complete the application



For any questions or enquiries: agedcareadvisory@au.ey.com



To contact the Department: agedcareadvisory@health.gov.au

Part 3

Remote and Aboriginal and Torres Strait Islander Aged Care Service Development Assistance Panel (SDAP) Program

What is the SDAP program?



The Remote and Aboriginal and Torres Strait Islander Aged Care Service Development Assistance Panel (SDAP) Program is focused on **building capability** to deliver high quality aged care services.



The support is open to **rural and remote** (MMM 5 – 7) aged care service providers, and **First Nations aged care providers** nationally, who deliver residential, home care and/or flexible aged care services.



The program supports providers with **understanding and improving** their business operations, financial strategies and **workforce challenges**, and navigating aged care reforms.



The program has 3 support categories:

- Provider capability and support
- Sector development
- Capital infrastructure project management

We are supporting approved providers on a range of concerns



Workforce Resources

Program Initiatives

- The Remote Aged Care Management Training Program - designed to upskill and develop current aged care managers.
- Introduction to Aged Care – Animated Video Series. Created alongside East Arnhem Regional Council.
- Remote Aged Care Workshops – A series of one day face-to-face workshops discussing reforms and aged care challenges.

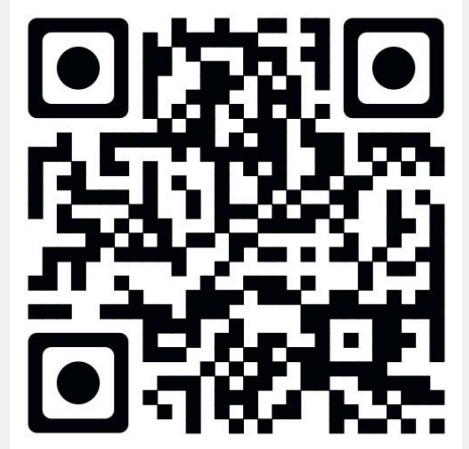


How to apply and contact us



You can apply via the application form on the Departments website

- Enter 'Service Development Assistance Panel' into your browser
- The application form is simple to fill out and will be used as a conversation starter with the Department to discuss the support tailored to your service



For any questions or enquiries: sdap@health.gov.au



To contact the Department's Regional Network in your state or territory:

- **NSW & ACT:** HGN.NSWACT.Coord@health.gov.au
- **QLD & NT:** HGN.QLDNT.Coord@health.gov.au
- **VIC & TAS:** Vic.office@health.gov.au or Tas.office@health.gov.au
- **WA & SA:** HGN.WA.Coord@health.gov.au

Part 4

Q&A session



Home Care Workforce
Support Program – Provider
Survey



Home Care Workforce
Support Program – Worker
Survey



Aged care workforce support
health.gov.au/aged-care-workforce



Email
ACworkforceprograms@health.gov.au